ABSTRACT

[0093] Call control operations are performed at an application server communicatively coupled as a session initiation protocol (SIP) proxy between a media gateway and a media server according to application profiles for one or more automated communication applications to be executed by the media server according to voice extensible markup language (VXML) instructions, the call control operations being performed in response to events that occur during execution of the automated communication applications, said events including failures of the automated communication applications. The events may be one or more of: a timeout or other errors during communication between the media server and a document server, a call transfer process initiated by the media server, a call queuing operation initiated by the media server, a script execution initiated by an enterprise call router communicatively coupled to the application server, or a carrier-based transfer connect process requested by the media server.